

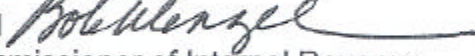


DEPARTMENT OF THE TREASURY  
INTERNAL REVENUE SERVICE  
WASHINGTON, D.C. 20224

DEPUTY COMMISSIONER

March 28, 2001

MEMORANDUM FOR ALL EMPLOYEES

FROM: Bob Wenzel   
Deputy Commissioner of Internal Revenue

SUBJECT: Confidentiality of the Employee Satisfaction Survey

One of the most important responsibilities that the Internal Revenue Service performs is the protection of its sensitive information. We have a longstanding commitment to the American public that we vigilantly safeguard their tax information. We have no less of a commitment to our employees to treat the information they provide to us with the same conscientious protection.

As we keep abreast of the latest computer technology, we want to assure you that, as in the past, **we continue to keep individual survey responses private and confidential.** Since 1993, the IRS and the National Treasury Employees Union have asked our colleagues to participate in the Employee Satisfaction Survey. This year, as part of our effort to achieve maximum participation in the Survey, the Service has employed a new vendor, The Gallup Organization, to implement the 2001 Employee Satisfaction Survey. We will offer three means by which you can respond -- by computer, by telephone, and by paper. The Gallup Organization will preserve the anonymity of any individual who is responding to the Survey; they have designed computer technology and telephone response alternatives that will maintain confidentiality and anonymity.

**The Service will not make or sanction any attempt to identify an individual who is responding to this Survey.** With this assurance, I encourage everyone to participate in this process first by taking the Survey and later by participating in your workgroup meetings to discuss results. Our knowledge and understanding of your concerns is critical to the success of the Service, especially now during our transition to a new organization. Your participation in this Survey will enable us to take actions that will improve employee satisfaction at all levels of the Service.